



EUROPEAN  
REGULATORS GROUP  
FOR POSTAL SERVICES

# STAKEHOLDERS FORUM 2023

27 SEPTEMBER 2023  
Hotel Bedford, BRUSSELS

# Key Themes & Topics

- The ERGP Stakeholders Forum acts as a platform for the ERGP in engaging with stakeholders and is organised with the main objective of having an exchange of views with stakeholders on issues relevant for the postal sector.
- The Forum aims to discuss/explore issues:
- Letter-mail types remaining and trends in different countries, in a forward-looking perspective, in an effort to project what letter-mail types and volumes may remain, to better forecast the rate of drop, and future composition of letter volumes, and how the volume mix compared to parcels may develop in the short, medium and longer term, so to best cater for future users' needs and contribute towards USO sustainability.
- How digitalization, diminishing letter mail market, parcels, couriers, etc. have changed the single market for postal services and what the challenges for regulators and operators are.

# Key Themes & Topics

- **Focus on regulations, statistical data, evolution of user needs, etc. in EU and third countries (e.g., UK, USA, Latin Am, Japan, Africa, China), stakeholders (Unions, UPU, PostEurop, European Commission), and experts/researchers, consultants, academia and business operators in the postal and delivery sectors.**
- **Furthermore, Stakeholders will also have the opportunity to discuss the ERGP Work Programme for 2024, that is currently under public consultation.**

# Practical Details

- **Date: 27 September 2023**
- **Location: Hotel Bedford, Rue du Midi 135, 1000 Bruxelles, Belgium**
- **Organization: ERGP / European Commission**
- **Time: 09:00 – 17:00 (CET).**
- **Meet and Greet Sessions: 9:00 – 10:00**
- **Welcome coffee and registration starts at 9.00**
  
- **Attendees: CEO and Senior executive experts of Postal, Delivery and E-Commerce Companies, Heads and Senior Executives of the Regulatory Bodies, Executive and Board Members of the European Commission, International Organizations, Consumer Organizations, Unions and other Stakeholders.**
- **Key words: Postal, Logistics, Transport, E-commerce, New Players, Regulation, Delivery, Digitalization, Communication, Letter mail.**

# SH Forum Programme

**09:00 - 10:00** Welcome coffee and registration

**09:00 - 10:00** Meet and Greet Sessions Working Group Co-chairs

**10:00 - 10:10** Opening remarks

**Petros Galides**, ERGP Chair 2023, Deputy Commissioner - Office of the Commissioner for Electronic Communications & Postal Regulation (Cyprus)

**10:10- 11:45** Session I: The Future of Letter Mail

*Moderator: Petros Galides*

*Peter Dunn (Cullen International)*

*Line Theil Elikofer (Trafikstyrelsen)*

*Manuela Bruck (OEPAG)*

*Jose Anson (UPU)*

**11:30 - 11:45** Coffee break



# SH Forum Programme



## **11:45-13:00 Session II: ERGP Work Programme 2024**

**11:45 - 12:15 Dan Sjöblom**, Incoming ERGP Chair 2024, Director General- Swedish Post & Telecom Authority (PTS)

**12:15 - 13:00 Questions and answers**

**13:00 - 14:00 Lunch break**

# SH Forum Programme



**14:00 – 14:15 Keynote speaker** Kerstin Jorna, Director General DG GROW, European Commission

**14:15 – 15:15 Session III: Global Perspectives - How to connect the EU Postal Market with the world?**

*Moderator: Spyros Pantelis (outgoing ERGP-Chair)*

- *Holger Winklbauer (International Post Corporation)*
- *Jose Anson (UPU)*
- *Thomas Schlegel (CERP)*
- *Stefan Krawczyk (e-bay)*

**14:30 – 15:15 Discussion**

**15:15 – 15:45 Coffee break**

# SH Forum Programme



**15:45 - 16:45 Session IV: Regulatory Round Table - Do we need postal specific regulation to manage the twin transition of the postal sector?**  
(consumer protection, environmental sustainability, labour issues, and market competition).

*Moderator: Guillaume Roty (Deputy Head of Unit, EC)*

- *Annegret Groebel (BNetzA)*
- *Dimitris Theodorakis (UNI Europe)*
- *Paul De Maeyer (Belgian Ombudsman)*
- *Botond Szebeny (PostEurop)*
- *Emanuele Frezza (UPS)*



**16:45 - 17:15 Discussion**

**17:15 - 17:30 Closing Remarks:**

**Petros Galides**, ERGP Chair 2023, Deputy Commissioner - Office of the Commissioner for Electronic Communications & Postal Regulation (Cyprus)

**Merete Clausen**, Director, DG GROW

# Speakers



**Kerstin Jorna,**  
Director General Internal Market,  
Industry, Entrepreneurship and SMEs,  
European Commission



**Petros Galides**  
ERGP Chair 2023 / Deputy Commissioner -  
Office of the Commissioner for Electronic  
Communications & Postal Regulations  
(Cyprus)



**Dr. Spyros Pantelis**  
Outgoing ERGP Chair/ Vice President  
Hellenic Telecommunications and Post  
Commission (Greece)



**Dan Sjöblom**  
Incoming Chair 2024/Director General  
-Swedish Post & Telecom Authority  
(PTS)



**Merete Clausen**  
Director for Investment, Directorate General  
Internal Market, Industry, Entrepreneurship  
and SMEs, European Commission



**Guillaume Roty**  
Deputy Head of Unit,  
European Commission



**Peter Dunn**  
Director of International Relations  
Cullen International



**Line Theil Elikofer**  
Head of regulatory in postal  
matters in the Danish Aviation and  
Railway (Trafikstyrelsen)

# Speakers



**Manuela Bruck**  
Senior Vice President Corporate  
Communications, Customer Care and  
Consumer Initiatives – Österreichische  
Post AG



**Jose Anson**  
UPU Postal and Trade Economist



**Holger Winklbauer**  
CEO International Post Corporation (IPC)



**Thomas Schlegel**  
Chairman of the European Committee  
for Postal Regulation (CERP)



**Stefan Krawczyk**  
Associate General Counsel, Head Government  
Relations EMEA & Global Brand Relations, eBay  
Inc.



**Dr. Annegret Groebel**  
Director of International Relations  
Bundesnetzagentur (BNetzA)



**Dimitris Theodorakis**  
Director – Post & Logistics (UNI Europe)



**Paul De Maeyer**  
Belgian Ombudsman

# Speakers



**Botond Szebeny** ,  
Secretary General of PostEurop



**Emanuele Frezza**  
EU Affairs Senior Manager  
UPS Europe